

FIGURE 1

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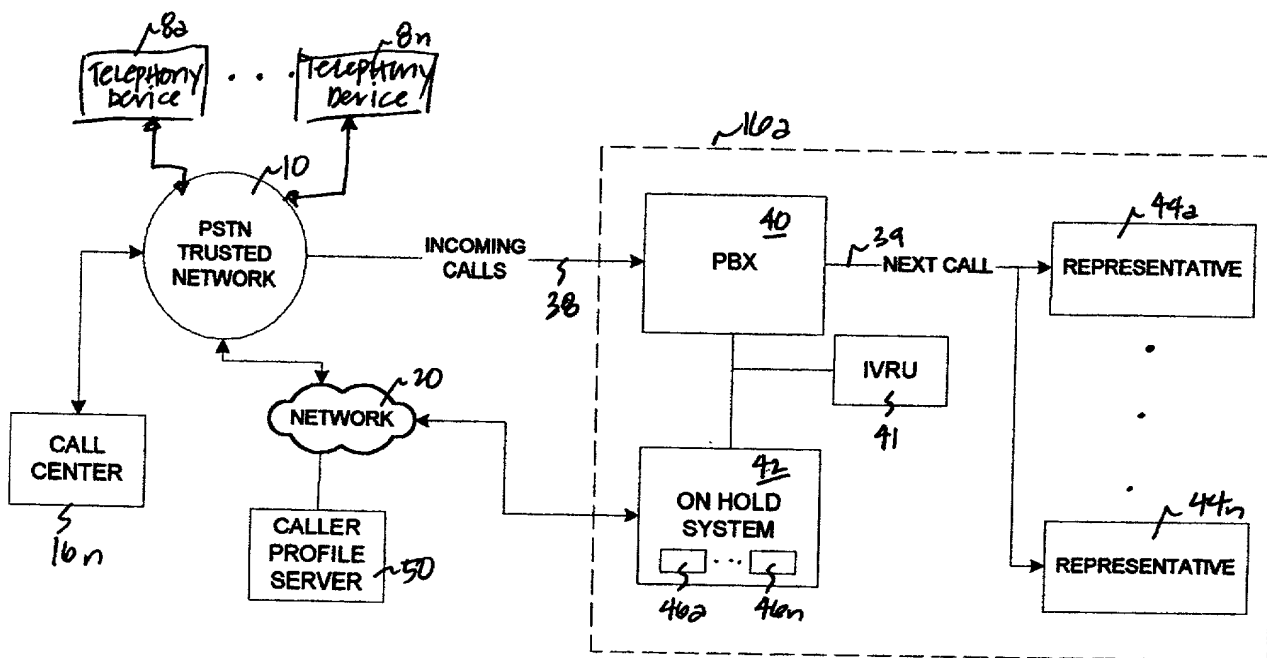


FIGURE 2

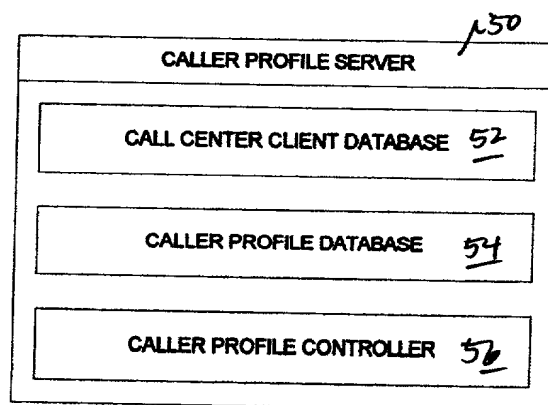


FIGURE 3

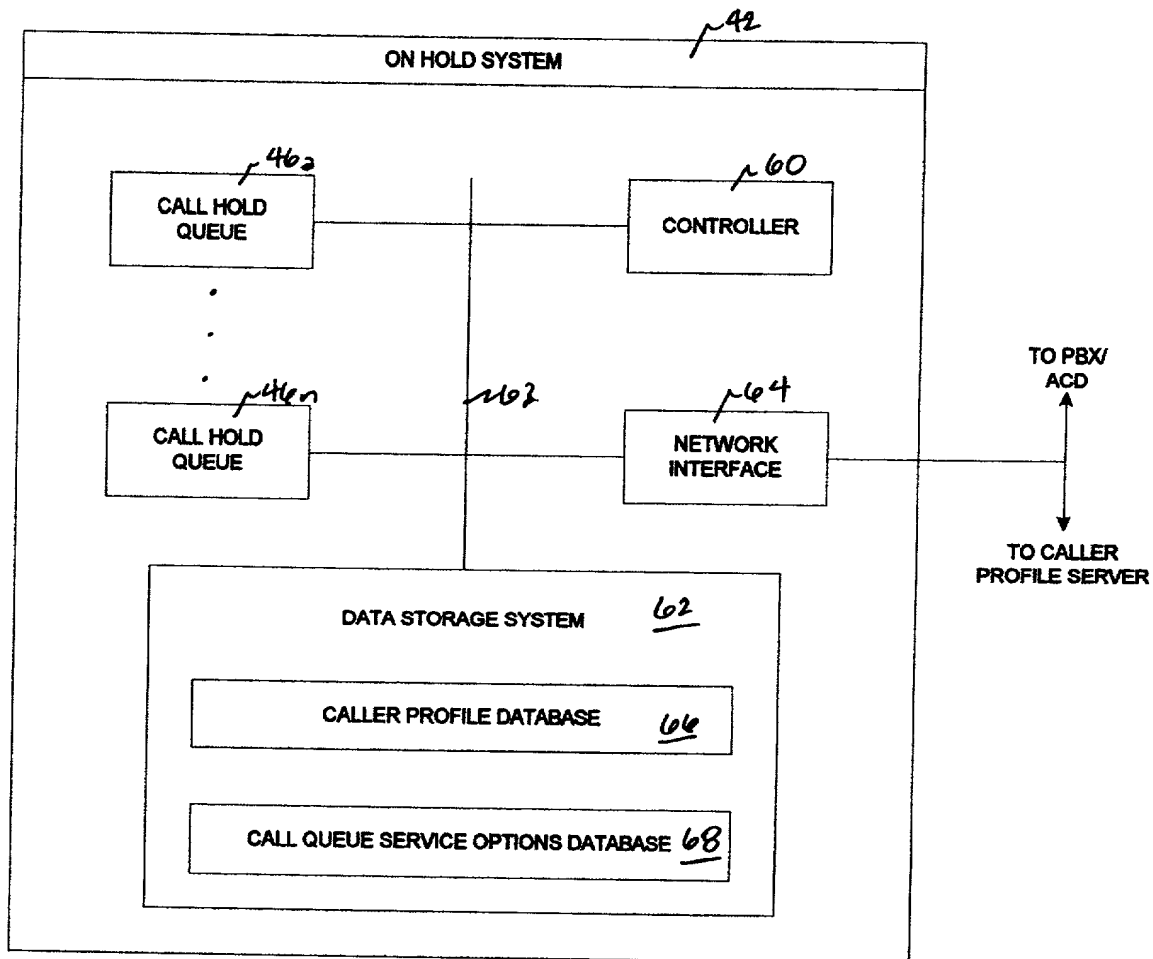


FIGURE 4

CALLER PROFILE

VID - JANE SMITH 500-00-000

MUSIC PREFERENCE : CLASSICAL, LIGHT ROCK

NEWS PREFERENCE : HEADLINE NEWS

GAME PREFERENCE : GROUP, TRIVIA

AGE : 30

SEX : F

EDUCATION : COLLEGE

OCCUPATION : ADVERTISING

SPECIAL NEED: NONE

GEOGRAPHICAL REGION : 12

PRODUCTS:

COMPUTER A; APPLIANCE B; CABLE SERVICE C

MONTHLY WAIT HISTORY :

30 MINS CLASSICAL MUSIC, SONGS A-G

20 MINS HEADLINE NEWS, CNN

40 MINS TRIVIA GAME, QUESTIONS 1-40 FROM GAMES R US

50 MINS SURVEY, POLITICAL VIEWS ON SPORTS

5 MINS LIGHT ROCK MUSIC

10 MINS SPORTS NEWS

CURRENT WAIT HISTORY

20 MINS QUEUE 1 -> TRANSFER TO QUEUE 3 - QUEUE 1 WRONG

2 MINS QUEUE 3 CURRENTLY ON HOLD

MONTHLY TIME WITH REPRESENTATIVE

AVERAGE TIME : 10 MINUTES

LONGEST TIME : 30 MINUTES

SHORTEST TIME : 2 MINUTES

ON HOLD POINTS = 20

VID - JON DOE 600-00-000

MUSIC PREFERENCE : JAZZ

NEWS PREFERENCE : ENTERTAINMENT NEWS

GAME PREFERENCE : CARD GAMES

AGE : 40

SEX : M

EDUCATION : GRADUATE

OCCUPATION : LEGAL

SPECIAL NEED : PARTIALLY DEAF

GEOGRAPHICAL REGION : 10

PRODUCTS:

BLOCKED BY CALLER

MONTHLY WAIT HISTORY :

10 MINS ENTERTAINMENT NEWS, ET

20 MINS JAZZ, SONGS A-C

40 MINS JAZZ, SONGS D-G

5 MINS JAZZ, SONG H

40 MINS 3RD PARTY CALL

10 MINS 3RD PARTY CALL

CURRENT WAIT HISTORY

10 MINS QUEUE 2 -> TRANSFER TO QUEUE 4 FOR ADDITIONAL QUESTION

5 MINS QUEUE 4 CURRENTLY ON HOLD

MONTHLY TIME WITH REPRESENTATIVE

AVERAGE TIME : 5 MINUTES

LONGEST TIME : 20 MINUTES

SHORTEST TIME : 1 MINUTE

ON HOLD POINTS = 20

Figure 5

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HOLD QUEUE INFORMATION - QUEUE #1 - HARDWARE ISSUES				
CALLER	POSITION	HOLD TIME	TIME WITH REPRESENTATIVE	REPRESENTATIVE
512-33-000	*	60 MINS	2 MIN	JOE DUCK
411-00-111	*	50 MINS	20 MINS	JAME DUCK
311-00-111	*	45 MINS	5 MINS	TOM DUCK
333-00-111	*	44 MINS	1 MIN	JOHN DUCK
222-00-111	1	30 MINS	0 MINS	
222-00-222	2	29 MINS	0 MINS	
222-00-333	25	3 MINS	0 MINS	

VID 512-33-000
 TRANSFERRED TO QUEUE #2 BECAUSE QUEUE #1 WRONG QUEUE FOR QUESTION
 ON HOLD POINTS = 30 = .5(FOR WRONG QUEUE)*60 MINS

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HOLD QUEUE INFORMATION - QUEUE #2 - SOFTWARE ISSUES				
CALLER	POSITION	CALL DURATION	TIME WITH REPRESENTATIVE	REPRESENTATIVE
111-00-111	*	40 MINS	5 MINS	BLUE DUCK
222-00-111	*	35 MINS	4 MINS	RED DUCK
666-00-111	1	20 MINS	*	*
777-00-111	2	18 MINS	*	*
512-33-000	3	0 MINS	*	*

VID 512-33-000
 WITH POINTS APPLIED TO QUEUE #2

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HOLD QUEUE INFORMATION - QUEUE #2 - SOFTWARE ISSUES				
CALLER	POSITION	CALL DURATION	TIME WITH REPRESENTATIVE	REPRESENTATIVE
111-00-111	*	45 MINS	10 MINS	BLUE DUCK
222-00-111	*	40 MINS	9 MINS	RED DUCK
512-33-000	1	5 MINS	*	*
666-00-111	2	25 MINS	*	*
777-00-111	3	23 MINS	*	*

FIGURE 6

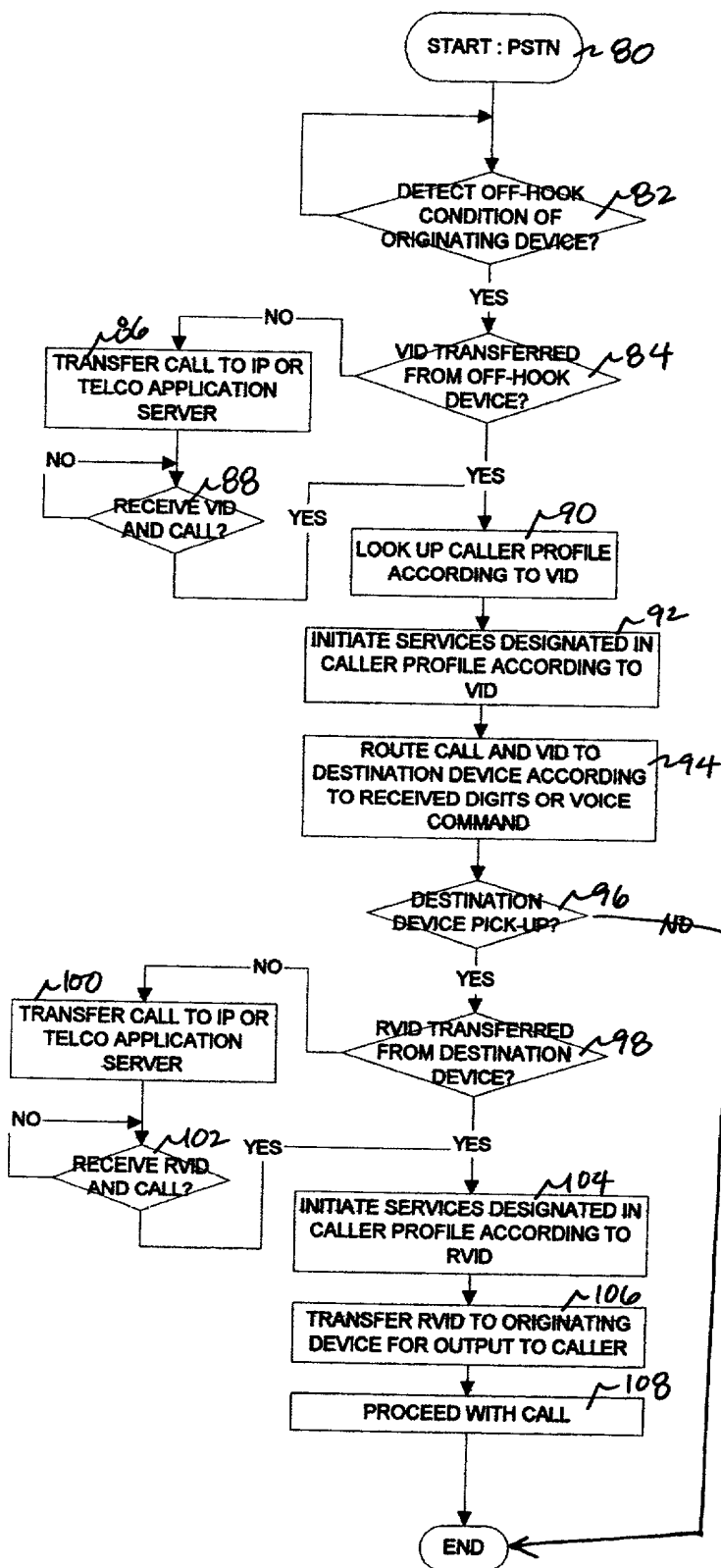


FIGURE 7

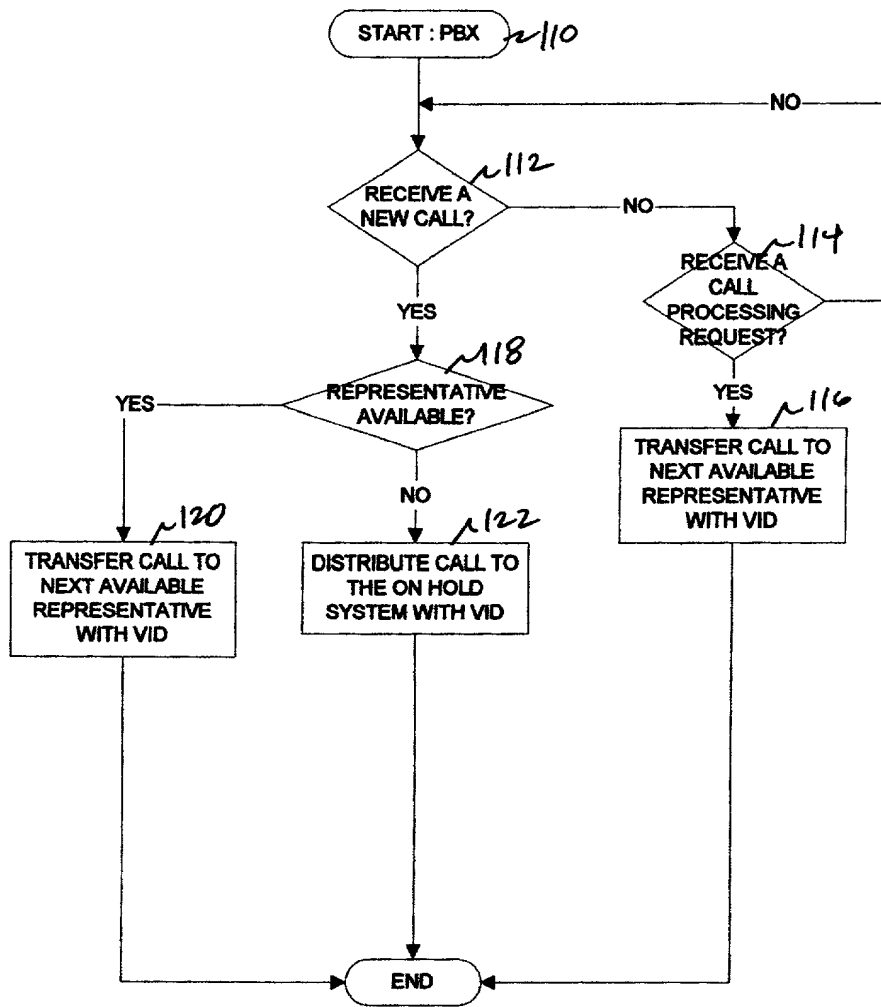


FIGURE 8

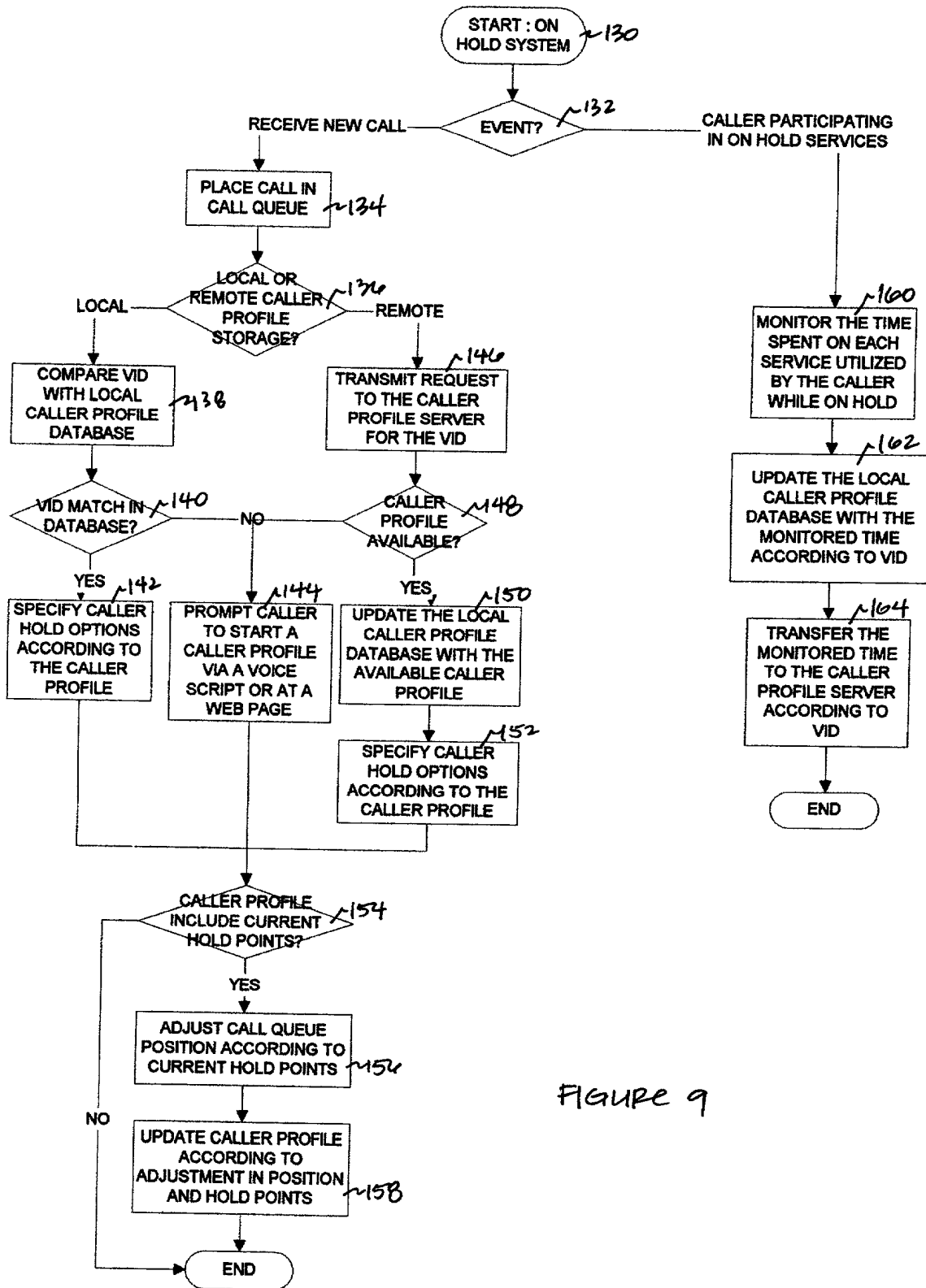


FIGURE 9

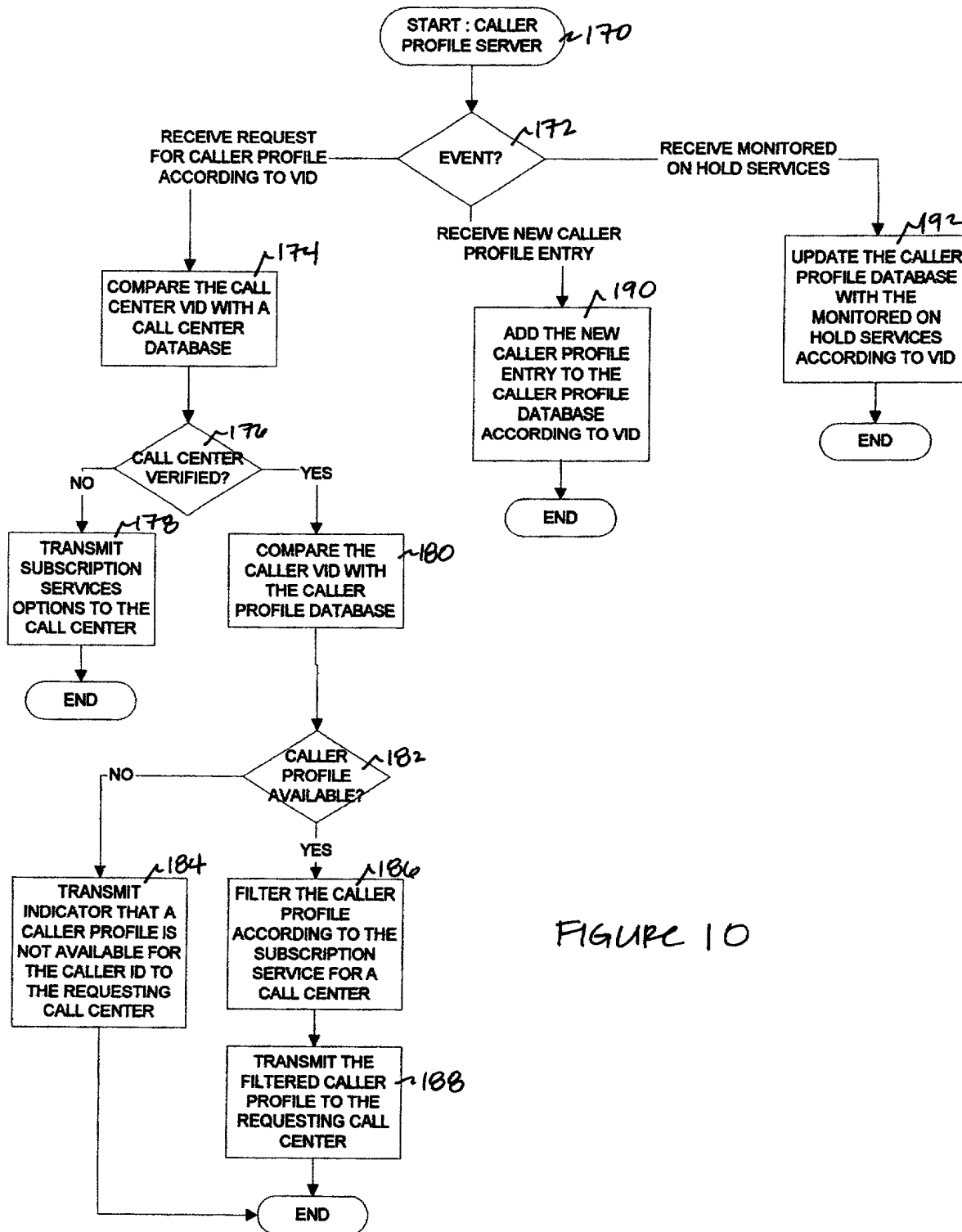


FIGURE 10